*2AO 440 (Rev. 10/93) Summons in a Civil Action -RETURN OF SERVICE Service of the Summons and complaint was made by meth-NAME OF SERVER (PRINT) Check one box below to indicate appropriate method of service G Served personally upon the third-party defendant. Place where served: G Left copies thereof at the defendant's dwelling house or usual place of abode with a person of suitable age and discretion then residing therein. Name of person with whom the summons and complaint were left: G Returned unexecuted: e-Service of STATEMENT OF SERVICE FEES TRAVEL SERVICES TOTAL **DECLARATION OF SERVER** I declare under penalty of perjury under the laws of the United States of America that the foregoing information contained in the Return of Service and Statement of Service Fees is true and correct. Executed on HOT SHOT DELIVERY INC. 236 E. PIMA ST., STE. 106 PHOENIX AZ 85004 Address of Server TO THE WAR STEEL A

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CERTIFICATE OF SERVICE

I, Chad McKinney, hereby certify that on, August 25th, 2008, I served copies of the Plaintiff's Proof of Service of Process, a courtesy copy of the original complaint, and appendices to the Court and on the defendant parties by way of United States Postal Service First Class Priority Mail:

Snell & Wilmer L.L.P. Attention of: Nathan W. Hicks 600 Anton Boulevard, Suite 1400. Costa Mesa, CA 92626

08/25/08

Chad McKinney

The United States District Court Southern District of California

Filed 08/25/2008

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STATEMENT OF THE CASE

1.

This instant arises primarily from the defendant's discriminatory behavior against the plaintiff while the plaintiff was employed by the defendant, including but not limited to the wrongful termination of the plaintiff. More specifically, this case arises out of the defendant retaliating against the plaintiff in violation of the Federal False Claims Act § 3729. In 1986, Congress added provisions in 31 U.S.C. Sec. 3730(h): employee who is discharged, demoted, suspended, threatened, harassed, or in any other manner discriminated against in the terms and conditions of employment by his or her employer because of lawful acts done by the employee on behalf of his employer or others in furtherance of an action under this section, including investigation for, initiation of, testimony for, or assistance in an action filed or to be filed under this section, shall be entitled to all relief necessary to make the employee whole."

The Defendant's discriminatory behavior against the Plaintiff is also in violation of Title VII of the CIVIL RIGHTS ACT of 1964 and amendments to Title VII of the CIVIL RIGHTS ACT of 1991.

Various common laws were also broken by the defendant in violation of the rights of the plaintiff.

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Defendant APRIL ALCORN a Human Resources Manager of UNIVERSITY OF PHOENIX, was employed at the corporate headquarters, located at:

> Apollo Group, Inc. University of Phoenix 4615 E. Elwood St. Phoenix, AZ 85040

STATEMENT OF FACTS

- Plaintiff was hired on August 7th 2006 as an Enrollment Counselor for the 1) University of Phoenix. Plaintiff was interviewed by Kyan Flynn, Barbara Keramati, and Andrea Beltran.
- 2) During the interviewing process Plaintiff was told the job was a salary position and there was no mention to the Plaintiff that his salary would decrease if the Plaintiff did not meet quotas for new applicants.
- 3) It was communicated to Plaintiff that his salary could increase if he were to successfully meet the goals of the defendant's employment matrix. The specifics of the matrix were not outlined to the Plaintiff during the interview. Kyan Flynn did communicate to the Plaintiff that "laborious efforts, dedication, and job competency" were required for an increase in salary to take effect.

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- After two months of employment the Plaintiff discovered that his salary was 4) based on enrollment quotas via discussions of the "employment matrix" and discussions with other employees.
- The Plaintiff received harassing emails, vocalization of threats (from his 5) manager), and was entered into contests to encourage sales quotas. Rewards, bonuses [of monetary value], and/or special treatment were given to those who enrolled the most students.
- The Plaintiff, after discovering that the Higher Education Act prohibits 6) universities from using sales quotas for enrollment counselors, mentioned this concern to his manager, and direct supervisor, Mechelle Bonilla.
- Even after the Plaintiff mentioned that he believed that the Higher Education 7) Act prohibited sales quotas for Universities, the Plaintiff's manager still asked the Plaintiff to meet a weekly program called "Osira", which was a sales goals of: 3.5 appointments, 1.5 applications, and 2 referrals per week. It was often communicated to the Plaintiff that sales quotas were required. In several one on one meetings the Plaintiff's first manager, Barbara Keramati, reminded the Plaintiff that he was not only an employee but also a student with the University, and that his tuition reimbursement would be revoked if he failed to meet the "goal" of enrolling at least four students per month. Ms. Keramati stated to the Plaintiff on several occasions that she did not wish to enforce that revocation and encouraged the Plaintiff to meet a quota.

- On the 19th of December, 2006 it was communicated via an email written by the Plaintiff's manager, Barbara Keramati, and forwarded to the Directors of the company; Kyan Flynn and Kim Savich that the Plaintiff's job performance was exceptional: "kudos to Chad McKinney...Chad you are my hero!!!!!!!! 7 appointments and 6 apins [applications]..can it get any better that that?" Other employees were even encouraged to contact the Plaintiff for advice on how to improve their performance.
- On a multitude of occasions from the end of February 2007 until the Plaintiff was terminated, he received multiple harassing emails from the Associate Director of Enrollment; Carlyn Lindsten. These emails threatened reductions in pay if enrollment quotas were not met, questioned the level of dedication of the Plaintiff and asked the Plaintiff if he was truly serious about his career with the company. She also asked why quotas for student enrollment were not met, and asked the Plaintiff to "step it up" in condescending threatening fashion. These types of emails were sent out almost daily, and sometimes multiple times in one day.
- The Plaintiff felt the enrollment practices of this company presented an ethical dilemma and decided to apply for a position as an Academic Counselor in the Academic department. He was encouraged to do so by his first manager Barbara Keramati via email and a one on one conversation. In late February

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2007 the Plaintiff submitted his resume to Thomas Graneau Jr., an employee of the Defendant.

Around the time of late February 2007 but no later than that of early March 11) 2007, the Plaintiff was transferred from the Kearny Mesa campus to the downtown campus by Associate Director of Enrollment Carlyn Lindsten. This transfer was soon after the Plaintiff again voiced concerns to Ms. Lindsten of the legality of the quota system and the Defendant's San Diego office...

- The Plaintiff was granted an interview for the Academic position and met with 12) Thomas Graneau Jr. and Colleen Bjornson in early March. He was not selected for the position of Academic Counselor.
- Although Mechelle Bonilla was not the Plaintiff's manager for the month of 13) February of 2007, she told the Plaintiff to sign a "Discussion Memo" that stated his performance fell below expectations of the appointments seen, applications, and students whom started class and that "failure to improve your performance may result in further disciplinary action up to and including termination."

Although the Plaintiff did not agree with the quota system he accepted the reprimand and signed the Discussion Memo.

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- Many of the Plaintiff's applicants were subsequently transferred to other San Diego staff to maintain in disregard to corporate policy. This started on the 26th of March, 2007, soon after the plaintiff questioned the legality of the university's enrollment practices in a previous conversation in early March with his second manager; Mechelle Bonilla.
- The Plaintiff's "lead base" [number of students in his data base available for contact] was reduced drastically by his manager Mechelle Bonilla from March 2007 until he was terminated. Several of these students were transferred and assigned to Alison Herring.
- Plaintiff 's work schedule was changed without consultation of Plaintiff by the Associate Director of Enrollment Carlyn Lindsten on the 26th of March, 2007 in order to make everyone available for "QC" [Qualifying Center] telephone calls to "help everyone hit their goal!" The amount of QC calls the Plaintiff received dwindled from March onward. Plaintiff did not receive any QC calls in June or July of 2007.
- Plaintiff was asked and pressured by San Diego management to sign documents that the Plaintiff felt were untrue relating to his performance.
- Plaintiff's salary was reduced from \$37,000 to \$35,500 in May. Defendant states that the reasons were because he did not "meet goal" in May. Plaintiff contacted the independent office of Ombuds Services anonymously in the

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beginning of June 2007 to research his options in the hopes of protecting himself from further retaliatory acts taken by the company against him for voicing concerns about the company policy of using quotas.

Plaintiff submitted evidence to the Human Resources department, Employee 19) Relations Consultant; April Alcorn, on June 11, 2007 supporting his claim that the San Diego office was using harassment and intimidation to get the plaintiff to quit employment or accept the sales quota system.

The Plaintiff was told in a telephone conversation on the 11th of June, 2007 by 20) April Alcorn that the issue the Plaintiff described in San Diego would be resolved in two weeks.

On the 12th of June, 2007 April Alcorn sent an email stating to the Plaintiff: 21) "I received your fax and will be looking into your concerns."

The university continued to create a hostile work environment for Plaintiff 22) even after he demanded to HR that it cease and desist. He was harassed with emails threatening termination on the 20th of June, 2007 by co-worker Alison Herring and approved of by his manager Mechelle Bonilla stating that if he did not participate and perform adequately in a team "blitz" at 11:30 he could be terminated. Team "blitzs" are designated times [by the manager], three times a day, in which employees were expected to not leave their cubicle, and

make as many telephone dials as possible, and schedule as many students possible for appointments. The subject title read "IF YOU DON[']T BLITZ AT 11:30 MECHELLE SAYS YOU'RE FIRED!" The top performing Enrollment Counselor on Mechelle Bonilla's "team"; Bertha Castillo even responded to this email to justify her absence from this "blitz". Enrollment Counselor Fran Beadles also called in from the Palm Desert campus to Mechelle Bonilla on that day to voice her concerns with the email. At the conclusion of the telephone conversation she was berated in the Downtown office by Mechelle Bonilla and Alison Herring for being a "nuisance" and was also referred to as an "idiot".

- The Plaintiff received an overnight Federal Express package dated June 14th, 2007 from April Alcorn thanking him for bringing his workplace concerns to her attention and that she would be contacting him at a later time to "discuss the findings".
- At the end of June 2007 the plaintiff was reprimanded by Mechelle Bonilla for his attire on a casual Friday (flip flops, jeans, and a t-shirt). This action was discriminatory and retaliatory since Alison Herring, Tiffany Jones, and

 Davina Mendoza had all worn the same attire [as well as tank tops] and were previously unpunished [not limited to "casual Friday"].

- Plaintiff immediately contacted April Alcorn to notify her of his concerns regarding the bias and harassment by Mechelle Bonilla in relation to the casual Friday dress code.
- On the 2nd of July, 2007 the Plaintiff was asked by Mechelle Bonilla to search the websites for the dress code, because she was "too busy". Plaintiff could not find any information on the company websites regarding the dress code, neither could Mechelle Bonilla.
- 27) The situation of harassment, which was informed to April Alcorn, (who had promised to get back to the Plaintiff in 2 weeks) was not resolved in the time frame that April Alcorn had communicated via telephone conversation, which was to be the 6th of July, 2007. This date had originally been set much earlier via telephone conversation by April Alcorn.
- The Plaintiff was extremely stressed out over the situation, and had communicated this to April Alcorn, as well as his manager, Mechelle Bonilla, on several occasions via email, telephone and one on one conversation.
- The Plaintiff's stress increased daily soon after the original harassment in March 2007. Plaintiff began grinding his teeth, vomiting, and receiving stomach pains in response to the hostile work environment.

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- Plaintiff decided to see Dr. Calixto on July 3rd, 2007 at Beautiful Smile 30) Dentistry to seek advice on how to stop grinding his teeth.
- 31) Plaintiff was told in early July by April Alcom via telephone conversation that she had completed her investigation and the issue would be resolved by the 12th of July, 2007.
- Plaintiff received an email from April Alcorn on the 12th of July, 2007 at 9:47 32) a.m. stating that she had "submitted the investigation documentation to my management team for review", which was contrary to her previous promise of resolution on such date. Plaintiff immediately telephoned April Alcorn in response to this contradiction and she assured him that this would finally be resolved within twenty four hours. Plaintiff again voiced his distress to April Alcorn regarding the hostile work environment and harassment that he continued to endure.
- 33) Plaintiff was contacted, by Angie Jibben, and told that he should take a leave of absence during an afternoon call on July 12th 2007. Defendant stated that he would prefer to wait for the resolution which was promised to him by April Alcorn, thanked her for the offer, and said that he would consider this an option should the need dictate so. The offer was never retracted, and was again encouraged before the completion of the telephone call by Angie Jibben as a solution to the Plaintiff's endured stress and harassment from the company.

- Alcorn or any other interested parties regarding his claims against the company by one o'clock the afternoon of July 13th. When Plaintiff attempted to contact April Alcorn after 1:00 on the 13th of July, 2007 a gentleman [whose name he did not recall] answered her personal work line. He attempted to pry the Plaintiff for information regarding his claims and agreed to leave a message for her.
- On July 13th, 2007 at 6:00 p.m., the Plaintiff did not receive any information regarding his claims against the company and the issue still had not been resolved as was communicated to him by April Alcorn.
- On July 13th, 2007, based upon the mental stress, and the tooth grinding condition which started soon after the stressful work environment at the Defendant's location, the Plaintiff decided to take the leave of absence offered earlier by Angie Jibben. The Plaintiff felt that this would allow for some needed rest and also allow the defendant even more time to resolve the hostile working conditions that were stressing him out.
- On July 13th, 2007, the Plaintiff notified April Alcorn and Mechelle Bonilla via email that he would take a 10 day non-paid vacation in order to provide

them enough time to rectify the situation. He provided his personal email account, should they need to contact him.

- On July 16th, 2007 the Plaintiff left for vacation in an attempt to alleviate his stress and allow the defendant time to resolve the work environment issue.
- While the Plaintiff was on Leave of Absence, he received three overnight

 Federal Express packages were left at his door from April Alcorn. The first

 package was dated July 17th, 2007, and stated in a letter that he needed to

 return to work no later than Thursday, July 19th, 2007 at his regularly

 scheduled work time. "Failure to report to work by the designated date will

 leave us no other alternative but to accept your voluntary resignation." The

 Plaintiff never received any information pertaining to this on the contact email

 he had made available to April Alcorn and Mechelle Bonilla.
- The second and third packages were dated July 19th, 2007.
- The second letter stated, "You failed to report to work at the designated date and time. Consistent with our policy, the Company has chosen to separate your employment effective July 19th, 2007."

The third and final letter stated, "Please be advised that the Apollo Group, Inc.
has reviewed your concerns and we find no evidence to support any findings
of the San Diego Enrollment Department violating Company policies or
procedures as outlined by your allegations."

LEGAL CLAIMS

FIRST CAUSE OF ACTION

RETALIATION

1986, Congress added anti-retaliation protections to the **False Claims Act** § 3729. These provisions, which did not exist previously, are contained in 31 U.S.C. Sec. 3730(h):

Any employee who is discharged, demoted, suspended, threatened, harassed, or in any other manner discriminated against in the terms and conditions of employment by his or her employer because of lawful acts done by the employee on behalf of his employer or others in furtherance of an action under this section, including investigation for, initiation of, testimony for, or assistance in an action filed or to be filed under this section, shall be entitled to all relief necessary to make the employee whole.

SECOND CAUSE OF ACTION

RETALIATION (Under Title VII)

Title VII of the 1964 Civil Rights Act and the amendment in 1991 of the Civil Rights Act.

1	THIRD CAUSE OF ACTION
2	WRONGFUL TERMINATION
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4	FOURTH CAUSE OF ACTION
5	FALSE IMPRISONMENT
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7	FIFTH CAUSE OF ACTION
8	INTENTIONAL INFLICTION OF EMOTIONAL DISTRESS
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10	SIXTH CAUSE OF ACTION
11	DEFAMATION
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13	SEVENTH CAUSE OF ACTION
14	EQUAL PAY
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20	CONCLUSION
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22	The Plaintiff discovered that the Defendant was required by federal law to not use quotas
23	as part of its student recruitment process. When the Plaintiff asked the Defendant to cease
24	and desist, the Defendant retaliated via harassment and eventually terminated the

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SJS 44 (Rev. 11/04)

CIVIL COVER SHEET

The JS 44 civil cover sheet and the information contained herein neither replace nor supplement the filing and service of pleadings or other papers as required by law, except as provided by local rules of court. This form, approved by the Judicial Conference of the United States in September 1974, is required for the use of the Clerk of Court for the purpose of initiating the civil docket sheet. (SEE INSTRUCTIONS ON THE REVERSE OF THE FORM.)

I. (a) PLAINTIFFS			DEFENDANTS						
Chad McKinney, 6266 Madeline Street Apt. 61, San Diego CA 92115-5630 Tel- 619-634-3566				APOLLO GROUP INC., MECHELLE BONILLA, KYAN FLYNN, APRIL ALCORN, CARLYN LINDSTEN					
(b) County of Residence of First Listed Plaintiff SAN DIEGO				1	County of Residence of First Listed Defendant SAN DIEGO				
(E	XCEPT IN U.S. PLAINTIFF C.	ASES)		,		LAINTIFF CASES	ONLY)		-
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(c) Attorney's (Firm Name,	Address, and Telephone Numb	er)		Attorneys (If Known)					,
CHAD MCKINNEY, P	RO SE (contact inform	nation listed above)							
II. BASIS OF JURISD	ICTION (Place an "X" i	n One Box Only)	III. CI	TIZENSHIP OF F	PRINCIPA	L PARTIES	(Place an "X" in C	one Box fo	r Plaintiff
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J 195 Contract Product Liability	Product Liability 360 Other Personal	☐ 385 Property Damage Product Liability		20 Labor/Mgint, Relations 30 Labor/Mgint, Reporting	☐ 863 DIW	C/DIWW (405(g))	12 USC : 3 890 Other St		tione
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